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T.R.A. DOCKET ROOM

October 7, 2004

Guy M. Hicks
General Counsel

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VIA HAND DELIVERY

Hon. Pat Miller, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re. *Docket to Establish Generic Performance Measurements, Benchmarks
and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

Dear Chairman Miller:

Consistent with the terms of the Settlement Agreement relating to performance measurements approved by the Authority in this proceeding, BellSouth is filing fifteen copies of a Notification Report for the November 2004 data month and a Preliminary Notification Report for the data month of December 2004. These Reports are being filed for informational purposes with all of the state public service commissions in BellSouth's nine-state region.

Copies of the enclosed are being provided to counsel of record. Thank you for your assistance in this regard

Very truly yours,



Guy M. Hicks

GMH.ch



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October 1, 2004

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection, Unbundling
and Resale, Docket No. 7892-U*

Dear Mr. McAlister:

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc ("BellSouth") is filing a Proposed Notification Report for the November 2004 data month and a Preliminary Notification Report for the data month of December 2004. These proposed changes will be discussed at the October 7, 2004 industry conference call.

Enclosed herein, please find an original and seventeen (17) copies, as well as an electronic version, of these Data Notification Reports. I would appreciate your filing same in the above-referenced docket and returning the two (2) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your attention to this matter.

Yours very truly,

Lisa S. Foshee

LSF:nvd
Enclosures

cc Mr. Leon Bowles (w/enclosure) (via electronic mail)
Mr. Patrick Reinhardt (w/enclosure) (via electronic mail)
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552203/552197/552222

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Docket No. 7892-U

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PROPOSED NOVEMBER 2004 DATA NOTIFICATION

BellSouth proposes making the changes described in this document to generate results for the November 2004 data month. Results for the November 2004 data month will be posted as follows:

Preliminary results	December 20, 2004
Final results	December 30, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement ("SQM") Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

ENCORE Releases may affect monthly data flows from the source systems (e.g., LEO, LESOG, etc.) that PMAP uses to calculate measurements. Bellsouth will make changes to PMAP to ensure that data continues to be correctly captured as ENCORE Releases are implemented.

Ordering Measurements

(1) *Affected Measures:* OSS-1

Description of Change: Currently, PMAP is including additional CSR or RSAG query time in the calculation of LENS Due Date (DSAP) duration. BellSouth proposes to exclude CSR and RSAG time from the DSAP duration. (RQ5771 - CSR and RQ5780 - RSAG)

Impact of Change For July 2004, in Georgia, the average interval to query LENS DSAP-DDI would decrease by at least 0.16 seconds, from 9.34 to 9.18 seconds.

(2) *Affected Measures.* OSS-1

Description of Change: Beginning with ENCORE Release 14.0, PMAP began receiving time stamps for timeout transactions that were after the transaction had already timed out. As a result PMAP was counting these erroneous intervals in the data BellSouth proposes

to correct this problem by treating timeout transactions the same way they were treated before ENCORE Release 14.0 was implemented. (RQ5755)

Impact of Change: For August 2004, the average interval to query LENS would decrease by 0.59 seconds from 1.84 to 1.25

Provisioning Measurements

- (3.) *Affected Measures:* P-9 (Florida and Tennessee)

Description of Change: Currently, Retail Residence and Business POTS, excluding Switch Based Non-Dispatch data, ≥ 10 Circuits, is not being populated on the One Month Aggregate report in Tennessee and Florida when the CLEC volume is zero. BellSouth proposes to populate the Retail Analog for this disaggregation in all cases. This proposed change was Item (1) on the Preliminary November Data Notification filed on September 1, 2004. (RQ5521)

Impact of Change: BellSouth will begin reporting the data.

- (4.) *Affected Measures:* P-3 & P-12

Description of Change: Currently, if a service order that is completed on time is inadvertently assigned a missed appointment code, the order is being counted as a missed appointment. BellSouth proposes to only count missed appointments in cases where there is a valid missed appointment code on the order and the order was completed after the original committed due date. This proposed change was Item (2) on the Preliminary November Data Notification filed on September 1, 2004. (RQ5613)

Impact of Change: For May 2004, in Florida, the average missed appointment rate across all products decreased by 0.03% for retail and 0.02 % for CLECs.

M&R Measurements

- (5.) *Affected Measures:* MR-1, MR-2, MR-3, MR-4 & MR-5

Description of Change: Currently, the field in LMOS used to identify the company to which troubles are assigned is not updated promptly. In some cases, this causes BellSouth Retail Troubles to be assigned to a CLEC. BellSouth proposes to identify the company for trouble assignment using another field in LMOS that is updated promptly when a customer moves from a CLEC to BellSouth. This proposed change was Item (3) on the Preliminary November Data Notification filed on September 1, 2004. (RQ5595)

Impact of Change. For May 2004 data, in Georgia, the CLEC Customer Trouble Report Rate would be reduced by the following amounts: Resale Residence – Dispatch, 0.55%, Non Dispatch, 0.34%; Resale Business-Dispatch 0.14%, Non Dispatch 0.06%. Retail results would increase by less than .01%.

(6.) *Affected Measures:* MR-2

Description of Change: Currently, for Resale line count, BellSouth uses a file that gives a snapshot of lines in service at the end of the month. This snapshot does not reflect adjustments to the line count that are made during the process of closing the books for the month. BellSouth proposes to use a feed that reflects this final line count after the books are closed. This proposed change was Item (4) on the Preliminary November Data Notification filed on September 1, 2004. (RQ5673)

Impact of Change: For June 2004, the data for Georgia Customer Trouble Report Rate would be reduced by the following amounts:

<u>CLEC</u>	
Residence	-0.59%
Business	-0.44%
PBX	-0.04%
Centrex	-0.44%
Residence & Business (POTS)	-0.76%

Other Measurements

(7.) *Affected Measures:* All

Description of Change: BellSouth proposes to remove the Wholesale Company Key and Description (where applicable) from the SDF and OSDF Files. These fields are not used to replicate data. This proposed change was Item (5) on the Preliminary November Data Notification filed on September 1, 2004. (RQ5352)

Impact of Change: No impact to results

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PRELIMINARY DECEMBER 2004 DATA NOTIFICATION

BellSouth is considering making the changes described in this document to generate results for the December 2004 data month. Results for the December 2004 data month will be posted as follows:

Preliminary results	January 20, 2004
Final results	January 31, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

ENCORE Releases may affect monthly data flows from the source systems (e.g., LEO, LESOG, etc.) that PMAP uses to calculate measurements. Bellsouth will make changes to PMAP to ensure that data continues to be correctly captured as ENCORE Releases are implemented.

Ordering Measurements

(1) *Affected Measures* O-7, O-8 & O-11

Description of Change: Currently, when there is a Partially Mechanized FOC or Clarification in LNP for the same CC/PON/VER that was previously used on an LSR that resulted in a Fatal Reject, BellSouth is incorrectly counting the Fatal Reject as a Fully Mechanized Reject. The subsequent LSR and Response are also correctly counted as a Partially Mechanized FOC or Reject. BellSouth proposes to update the PMAP code to capture only the Partially Mechanized FOC or Reject because Fatal Rejects should not be reflected in the data, per the SQM (RQ5698)

Impact of Change For June 2004, 6 Fully Mechanized LSRs that were fatally rejected in the region, were counted as Fully Mechanized Rejects for the Reject Interval Measure (O-8) and should not have been.

- (2) *Affected Measures:* O-8 & O-9

Description of Change: Effective August 2, 2004, per Carrier Notification Letter SN91084141, all remaining LSRs processed in the Atlanta LCSC were transitioned to the Birmingham LCSC. BellSouth proposes to make changes to the coding to reflect the hours of operation of the Birmingham LCSC. (RQ5779)

Impact of Change: No LSRs were impacted by this change in the June 2004, data month

Provisioning Measurements

- (3) *Affected Measures:* P-7, P-7A & P-7B

Description of Change: Currently BellSouth uses Original Committed Due Date to determine the reporting period for these measures. BellSouth proposes to use the completion date to determine the reporting period consistent with the other Provisioning measures. (RQ5621)

Impact of Change: For May 2004, in Florida, one less record would have been reported. This record would have been reported in June data.

- (4) *Affected Measures:* P-11 Mechanized (Georgia, Florida, Kentucky, and Tennessee)

Description of Change: With the implementation of the ENCORE Release 16.0, BellSouth discovered that changes in the tables caused some xDSL, UDC, UCL, and EELs orders to be erroneously omitted from this measure. BellSouth proposes correcting the code to include these Partially Mechanized orders. (RQ5687)

Impact of Change: For June 2004, the result for the UNE disaggregation would have decreased by .016%.

- (5) *Affected Measures:* P-4A & P-4B (Georgia)

Description of Change: Currently, the SRS reports are displaying the incorrect retail analog for products of UNE 2W Loop Design, 2W Loop Design with INP and 2W Loop Design with LNP. The analog currently being displayed is Residence and Business Dispatch plus One Day. BellSouth proposes to display the correct analog of Residence and Business POTS plus One Day (RQ5717)

Impact of Change: For July 2004, in Georgia, the retail analog that would be displayed would change from 6.64 days to 6.47 days.

Billing Measurements

(6) *Affected Measures* B-10

Description of Change: Currently, BellSouth reports data for this measure based on the month in which the dispute is resolved and divides this number into all responses sent in that month. This mismatch occasionally causes reported results to exceed 100%. BellSouth proposes to correct the code to use the month received as the month upon which the data is based. The received date will also be added to raw data. (RQ5621)

Impact of Change: For July 2004, in Florida, 3 of 3965 records (.0007%) were incorrectly marked causing a 100.88% reported result for Resale.

Special Access Measurements

(7) *Affected Measures:* SA-3 (Tennessee)

Description of Change: Currently, on the Tennessee Aggregate Special Access Offered vs. Requested Due Date (Non-Distribution) Report, both the numerator and the denominator are being overstated by approximately equal amounts due to a programming error affecting this measurement. BellSouth proposes to implement changes in the coding to correct this problem. (RQ5398)

Impact of Change: For June 2004, the percentage of the time BellSouth met the Requested Due Date for DS1 would change from 98.49% to 96.97%.

Other Measurements

(8) *Affected Measures:* TGP-1 & TGP-2

Description of Change: Currently, the Trunk Group Reports are produced manually. BellSouth proposes to mechanize the Trunk Group Reports in PMAP. (RQ4857)

Impact of Change: No impact to data.

552222

CERTIFICATE OF SERVICE

I hereby certify that on October 7, 2004, a copy of the foregoing document was served on the following parties, via the method indicated:

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A handwritten signature in black ink, appearing to read 'Dana Shaffer', is written over a horizontal line.